

CITY OF ATLANTA, GEORGIA CLASSIFICATION SPECIFICATION

Job Title: Police Reports Representative Supervisor

Date: 1995

Purpose of Job

The purpose of this job is to perform supervisory and administrative tasks within the Central Records Unit for an assigned department. Duties include, but are not limited to: supervising and training assigned personnel; overseeing the classification and processing of crime incident reports; compiling specific statistical data for reports; researching and locating records; entering data into and retrieving reports from a computer system; answering the telephone and providing information; composing routine correspondence; and maintaining files and records.

Essential Duties and Responsibilities

The following duties are normal for this job. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Work Delegation:

- Supervises, directs and evaluates assigned staff, handling employee concerns and problems, directing work, counseling, disciplining and completing employee performance appraisals.
- Directs and administers work assignments of subordinate personnel engaged in administrative and security activities within Central Records Unit of the Police department including stolen property and missing persons inquiries through GCIC and court documentation processing systems; reviews and approves personal leave, sick and vacation.

Serves as supervisor on an assigned shift within the Central Records Unit, supervising all TeleServe, GCIC, Review desk and data entry functions.

Planning and Organizing:

- Organizes, prioritizes and distributes work assignments to subordinates; works to meet the goals and objectives of the department.
- Inventories office supplies and equipment; orders and maintains sufficient amount to ensure adequate units are available to perform daily tasks.

Communication:

- Discusses reports and retrieval of information with customers, attorneys, crime victims, officers, investigators, etc.; consults with sworn personnel on hard to interpret reports.
- Responds to questions, complaints and requests for information by telephone, in person or by mail from the public, other agencies, officers, employees, superiors, etc.
- Relays special instructions and directives received through chain of command.
- Answers the telephone; provides information; takes and relays messages and/or directs calls to appropriate personnel; returns calls as necessary.
- Greets visitors, ascertain nature of business, assist and/or direct visitors to appropriate person.

Employee Development:

- Establishes goals for employees on a regular basis; guides and trains subordinates on proper procedures and protocol of the department.
- Assigns tasks to subordinates which best suit employees' talents; shows best technique to accomplish tasks and provides technical assistance as needed.
- Reviews documents processed by subordinates to ensure accurate input; discusses errors which may arise and recommends method for corrective action.

Trains and maintains employees certification records as TAC (Terminal Agency Coordinator); administers and scores for GCIC recertification.

Administrative Duties:

- Makes copies, collates and distributes various reports and documents; opens, stamps and distributes incoming mail.
- Substitutes co-workers in temporary absence of same; may represent supervisor and/or substitute for other supervisors; performs flexible assignments and other administrative tasks as assigned.
- Attends meetings, seminars and training sessions as required to remain knowledgeable of departmental operations, to promote improved job performance and to stay current with changing state/municipal policies, codes and laws.

Maintains current Georgia Crime Information Center, (GCIC) National Crime Information Center (NCIC) and Criminal Justice Information Systems and related field and code manuals, employee handbook and policy manuals.

May testify in court cases acting as Record Custodian.

Productivity and Accountability:

- Coordinates receipt of all reports; reviews, routes and/or processes various forms, requests and reports, files, records and documents from the public and/or other departments; interprets content of reports as required by investigative team.
- Reviews classification of reports in accordance with State and Federal UCR Guidelines; performs unusually difficult classifications; reviews reports of errors.
- Monitors all information on printer entered on NCIC; responds to other law enforcement agencies.

Reviews and monitors of the BART Team to ensure court and report documents are forwarded to City/county bind over regulatory offices.

- Verifies report requests to ensure information requested is within federal and law enforcement jurisdiction.
- Researches and locates records using computer system or manually; manages problems in searching and recovering lost, missing and/or any other particular report or file.
- Retrieves police/incident reports for courts, law enforcement personnel or agencies, victims/the general public; forwards and/or mails accordingly; ensures reports are sent in a timely manner.
- Enters data and pertinent information into computer; compares data entered with source documents, verifies entries to detect errors; deletes incorrectly entered data, and re-enters correct data.

Equipment Use and Maintenance:

- Operates a computer, printer, etc., to enter, store and retrieve data, to prepare and produce reports, to compose routine correspondence, and to disseminate information to others on the system using knowledge of various software programs in an effective and efficient manner.
- Utilizes a photocopy machine to copy and a facsimile machine to transmit and receive correspondence, documents and reports; uses microfilm equipment to store and reproduce reports.
- Uses a typewriter to complete forms, documents and to type routine correspondence; uses a calculator to compute numbers for reporting purposes.
- May operate a cash register to record payments for reports; may operate a paper shredder to destroy confidential documents.

Record Keeping and Documentation:

- Prepares daily time and activity sheets, reports, forms and documents which may include crime, offense, incident and impound reports, NCIC/GCIC entry forms, incomplete report sheets, various agency and committee statistical reports, etc.
- Compiles data and prepares administrative technical reports documenting the City's crime rate, assaults, homicides, arson, traffic incidents including violations, fatalities, hit and run, etc.
- Composes and types letters, faxes, memoranda and other routine correspondence; maintains document control of records, reports and documents; files and stores same systematically.

Interpersonal Relations:

- Assists officers, other agencies and the general public by giving advise, retrieving reports, etc.
- Cooperates with federal, state, and local law enforcement agencies and its officers or representatives when their activities or investigations are related to on-going investigations being conducted by the Atlanta Police Department; works to achieve the highest level of cooperation and efficiency possible.

Marginal Job Functions

- Performs other related duties as required.

Knowledge of Job

Has general knowledge of the principles, practices and procedures of the City, Police Department and the various department operations and functions. Has general knowledge of local law enforcement, records management and office practices, policies and procedures as necessary in the completion of daily responsibilities. Is able to administer policies, procedures, plans and activities and to monitor performance of subordinates against measured established goals. Ability to administer operations and staff plans and objectives for the expedience and effectiveness of specific duties of the City. Ability to implement long-term goals for the department in order to promote effectiveness and efficiency. Has general knowledge of all applicable laws, ordinances, policies, standards and regulations pertaining to the specific duties and responsibilities of the job. Knows how to keep abreast of any changes in policy, methods, operations, equipment needs, etc. as they pertain to departmental operations and local law enforcement activities. Is able to effectively communicate and interact with subordinates, officers, management, employees, members of the general public and all other groups involved in the activities of the City as they relate to the department. Ability to compile organize, prepare and maintain an assortment of records, reports and information in an effective manner and according to department and/or governmental regulations. Has good organizational, management, human relations, and technical skills. Is able to use independent judgement and discretion in managing

subordinates including the handling of emergency situations, determining and deciding upon procedures to be implemented, setting priorities, maintaining standards, and resolving problems. Has the ability to comprehend, interpret, and apply regulations, procedures, and related information. Has comprehensive knowledge of the terminology, principles and methods utilized within the department. Has the mathematical ability to handle required calculations. Is knowledgeable and proficient with computers. Is able to read, understand and interpret reports and related materials.

Minimum Training and Experience Required to Perform Essential Job Functions

High school diploma or GED required; one year in classification and processing or related field required; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Must possess a Georgia Crime Information Center (GCIC) certification. Supervisory experience preferred.

(ADA) MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

PHYSICAL REQUIREMENTS: Must be physically able to operate a variety of job related machines and/or office equipment. Must be able to move or carry job related objects or materials. Physical demand requirements are at levels of those for sedentary or office environment work.

DATA CONCEPTION: Requires the ability to compare and/or judge the readily observable functional, technical, structural, compositional or identifiable characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

INTERPERSONAL COMMUNICATION: Requires the ability to communicate with people to convey or exchange professional information.

LANGUAGE ABILITY: Requires the ability to read a variety of professional, technical and administrative documentation, directions, instructions, methods and procedures. May require the ability to produce reports with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to communicate with and before others using correct English.

INTELLIGENCE: Requires the ability to learn and understand subject matter principles and techniques; to make independent judgments in absence of supervision within the scope of respective job duties and tasks; to acquire and be able to expound on knowledge of topics related to primary occupation.

NUMERICAL APTITUDE: May require the ability to utilize mathematical formulas; add and subtract; multiply and divide totals; determine percentages; determine time and weight; and interpret same as may be appropriate.

FORM/SPATIAL APTITUDE: Requires the ability to inspect items for proper length, width, and shape.

MOTOR COORDINATION: Requires the ability to utilize job related equipment in the course of accomplishing job duties and tasks associated with respective primary duties.

COLOR DISCRIMINATION: May require the ability to differentiate colors and shades of color.

INTERPERSONAL TEMPERAMENT: Requires the ability to interact with people (i.e. staff, supervisors, general public and elected officials) beyond giving the receiving instructions. Must be adaptable to performing under minimal stress when confronted with an emergency.